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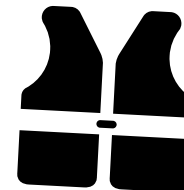
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## Information Services

Information Services is one of the largest administrative departments in the University with responsibilities covering library, academic and administrative computing, digital communications, reprographic and audiovisual services, archives and rare books. Our customer base is wide and includes provision of services to researchers and to both teaching and administrative staffs. Students are our most important customers.

## Induction Sessions

All students are strongly encouraged to attend an induction session. These normally take place at the beginning of the academic year. Organised in conjunction with Course/Subject Directors or the Research Office, and lasting about 45 minutes, they provide new students with a more detailed insight into our information and library services.

## The ISD Student Experience

ISD has developed a suite of student-focused services designed to enhance the student experience. It is designed to assist the student in their academic work, by improving their access to training materials or providing guidance in the use of key software. It is an ongoing development programme, with new components made available throughout the academic year via our Student Experience website: [www.ulster.ac.uk/isd/studentexperience/](http://www.ulster.ac.uk/isd/studentexperience/)

## The Library Service

There are Learning Resource Centres (LRCs) on each of the University's four campuses: Belfast, Jordanstown, Magee and Coleraine. These modern LRCs combine a traditional library service – friendly staff, expert help and a large book collection - with state-of-the-art computing and group study facilities. As well as electronic and printed material, the Library also provides access to a vast range of information in different formats such as slides, video/DVDs, CDs and microfilm.

As a student you will be able to use any of the campus LRCs and may request to borrow books from another campus. You must present your student card whenever you wish to borrow materials. A fines policy operates on the late return of library items and all students are strongly advised to return borrowed items before the date due. To help you get borrowed items back on time, reminders are sent by e-mail. Details of books on loan and dates for return of borrowed items are available through the University Portal. Library loans can be renewed by calling our 24 hour service on 028 9036 8530 or by using the **My Account** facility on the Library catalogue.

### The University Portal ([portal.ulster.ac.uk](http://portal.ulster.ac.uk))

The University Portal is a personalised gateway to many of the online services provided by the University, including email, our online library services, and Blackboard Learn, the web-based learning environment. Once you are logged into the Portal, you can access all these services without the need to

enter further usernames and passwords. The Portal also acts as a point of focus for messages sent to you by your faculty and announcements from other University departments. The Portal can be accessed via the web ([portal.ulster.ac.uk](http://portal.ulster.ac.uk)) or, if you are on campus, via the Portal icon on the student desktop. Library resources on the Portal can be found on the **Learning Resources** tab. Most of these resources are available to registered users either on or off-campus using any computer with a connection to the Internet and so are of particular relevance to our part-time and distance learning students.

Assistance is always available to support you in making full use of the library facilities. You can ask for help at our Information Points or you can contact the Subject Librarians who support your faculty. Information skills classes will be arranged to introduce you to the resources you need. We have also developed online Library Induction and Information Skills Units to enable you to learn about our resources at your own pace.

An introductory guide describing all of our services and containing all staff contact details is freely available from each LRC.

Opening hours of the LRCs are published on our website at: [www.library.ulster.ac.uk/info/hour.php](http://www.library.ulster.ac.uk/info/hour.php).

More information on library services may be found by visiting the Library's web pages directly ([www.library.ulster.ac.uk](http://www.library.ulster.ac.uk)) or via the Portal.

### **Library Travel Fund & Alumni Fund Travel Scholarship**

The Library Travel Fund and Alumni Fund Travel Scholarship are open to both undergraduate (who have completed the first year of their course) and postgraduate students to receive financial support to visit other information centres and libraries. The awards are intended to cover the cost of the cheapest form of transport between the University of Ulster and the location being visited. Travel is normally restricted to within the United Kingdom and the Republic of Ireland due to financial constraints. Accommodation and subsistence costs are not met from these funds.

Further information can be found at [www.library.ulster.ac.uk/info/travel.php](http://www.library.ulster.ac.uk/info/travel.php).

### **ICT Customer Services**

ICT Customer Services provides the University's central IT services for students including the student desktop environment and wireless service. In addition, we can offer you practical support and guidance via our LRC Information Points, our Service Desk team and our website ([www.ulster.ac.uk/isd/itus](http://www.ulster.ac.uk/isd/itus)).

### **Computing Facilities**

Our modern Learning Resource Centres (LRCs) provide a comprehensive 'open access' IT facility as well as contemporary presentation technology within group study areas. The workstations complement the library facilities within each LRC.

We also offer IT laboratories throughout the University. The locations of these laboratories are published on our website at: [www.ulster.ac.uk/isd/itus/citl2](http://www.ulster.ac.uk/isd/itus/citl2).

All of our workstations offer the same student desktop environment, core applications, e-mail and web services. The desktop has been tailored to provide the best possible environment to students and includes a high quality, high speed laser printing service in every IT laboratory and LRC. You access the workstations using your student network account. Additional applications, required for certain courses, are available in specific laboratories.

We have a planned programme of continuous improvement to these facilities and this is reflected in the year-by-year increase in student satisfaction with this service, with 91% of students indicating that they were able to access the facilities whenever they required them (National Student Survey 2009).

### **Online Services**

Our department offers a range of online services to students. In co-operation with Microsoft, we provide you with a web-based email service hosted by Microsoft's Outlook Live environment. This also includes SkyDrive, your personal online disk space. Important files can be saved and accessed from any PC connected to the internet.

We provide web and email access for laptop users via our wireless service. Coverage is available on all campuses and a number of Open Access Areas have

been specifically designated for laptop use. Further information, including details of WiFi-supported areas and support documentation, is available from our website at: [www.ulster.ac.uk/wireless](http://www.ulster.ac.uk/wireless).

### **Student Email Accounts**

It is important to note that the University will communicate with students only through the provided University email account.

### **Work Safely Online**

You must be vigilant when using any computer connected to a network. Here are some useful tips.

- Change your passwords regularly
- Never open attachments in unsolicited emails or click on web links within such messages
- Never provide any personal information in response to unsolicited email
- Scan any files you receive from external sources using anti-virus software before opening or attempting to use them
- Do not download unauthorised programs to our desktop (such as screensavers or joke programs)
- When submitting assignments, save your work as an Adobe pdf document using the Save As option within Office 2007 applications. This will prevent any possibility of others tampering with your work

- On your home PC, install anti-virus software (you can obtain a free copy of McAfee via the Portal) and ensure that it is regularly updated. Install a personal firewall and ensure that Microsoft Windows update facility regularly installs patches (some applications will also do this).

We have Nine Golden Rules for Working Safely Online. Visit: [www.ulster.ac.uk/isd/goldenrules/](http://www.ulster.ac.uk/isd/goldenrules/).

### **How to Obtain Help**

If you have an ICT-related problem and require personal assistance, you may visit the LRC Information Point on your campus. Our Service Desk can provide support via telephone (028 9036 6777) or email ([servicedesk@ulster.ac.uk](mailto:servicedesk@ulster.ac.uk)).

### **Legislation and University Policies & Regulations on the Use of Computers within the University**

Users of our services need to be aware that their usage of the equipment and network may be subject to monitoring. University rules and regulations draw your attention to various Acts of parliament enshrined in UK, European or international legislation. Minor infringements of these regulations will result in the matter being considered under the Student Disciplinary procedure. Criminal behaviours are referred to the police.

## Code of Practice

The University's Acceptable Use Code of Practice (AUCOP) gives guidance and direction on what is and what is not acceptable. It also alerts you to behaviours and practices that are contrary to criminal or civil law – such as downloading of copyright protected materials or the accessing of material or sites that are not acceptable to the University. Criminal behaviours – for example, hacking of user accounts or the viewing or downloading of indecent images which fall into the category 'extreme pornography' are reported to the police. You will be invited to acknowledge these terms and conditions of use before being afforded access to University systems.

The AUCOP and associated policy documents are published at: [www.ulster.ac.uk/isgsc](http://www.ulster.ac.uk/isgsc).

## Accommodation (Full-time Students Only)

Residential Services will help you find a place to live, where you can both study and relax whilst at University. Residential Services offices are located on all campuses where staffs are available to provide advice and assistance on all aspects of your housing needs throughout your time at the University of Ulster.

New first year students can avail of an accommodation guarantee. *First year students who make the University of Ulster their Conditional Firm (CF) choice through UCAS (this also applies to Unconditional Firm (UF) students) by the 30 April and return the completed*

*application form by the 7th July will be guaranteed an offer of a room.* Students eligible for the guarantee will be permitted to apply online for accommodation at [www.accommodation.ulster.ac.uk](http://www.accommodation.ulster.ac.uk) from 1st May. Students wishing to view the accommodation and prices on offer should visit our website at [www.accommodation.ulster.ac.uk](http://www.accommodation.ulster.ac.uk)

Bedspaces designated for first year students are allocated on a first come first served basis for which there is a high demand.

Students from outside the British Isles are guaranteed a place providing their completed application form is received by the 1st August.

All students will be capable of making application online and accommodation offers will be made directly to the email address listed on the initial application. Students can confirm their room by accepting the room offer and making the first instalment payment electronically.

Although we accommodate the majority of first year students there may be some students who will not be accommodated within Residences initially. These students will be placed on our waiting list and given advice and assistance on their housing options.

## University Accommodation

All University accommodation is self-catering and offers an independent lifestyle where you can retain your privacy but still have the company of other students.

Most accommodation is provided in centrally heated en-suite study bedrooms which provide the highest quality in student accommodation. They combine higher degrees of privacy with a communal feel in five and six bedroom apartments. A large proportion of the accommodation will provide broadband connections through the University network.

Standard Study bedrooms have their own wash hand basin and shared use of communal kitchen and bathroom facilities. All bedrooms have a bed, wardrobe, desk and chair etc. The emphasis is on students living independently although for students finding it difficult settling into University resident assistants are available to provide pastoral care and peer support.

### **On-Campus**

The University has over 1,800 bedspaces at its campuses at Coleraine, Magee and Jordanstown. The accommodation is provided in five and six bedroom apartment/house style and traditional Halls of Residences. Features are:

- Ensuite Facilities
- Single & Twin Room Availability
- Onsite security and CCTV
- Onsite Housekeeping & Maintenance
- Residents Life programme
- Student Support Services
- Special Needs Apartments
- Pastoral Support
- Broadband connections with IPTV

### **Off-Campus**

The University manages 575 bedspaces at locations within the catchment areas of the Coleraine and Jordanstown Campuses. These are self-contained complexes with accommodation ranging from two bedroom apartments to six bedroom houses.

Key features:

- Independent Living
- Proximity to Campus
- High Quality Accommodation
- Secure Complexes with CCTV
- Residents Life Programme
- Pastoral Support
- Broadband connections with IPTV

### **Residents Life**

A Residents Life programme operates on-campus. These programmes access funding through the social fund to organise events such as bowling alley nights, historical and tourist trips, formal evenings, paint-balling, barbeques and wrestling nights.

These events are fun activities that encourage students to integrate and get to know one another particularly at the beginning of the year. They continue to provide an exciting timetable of student orientated events throughout the year that are a welcome change from the study and routine!

### **Private Rented Accommodation**

For students who are unfortunate not to gain a room in University owned or managed accommodation,

professional staff are available in each Residential Services office to give advice and assistance on finding appropriate accommodation.

Further details and information on all accommodation options are available from our website:

**<http://www.accommodation.ulster.ac.uk>**

### Private sector accommodation – Community Relations

With an increase in the numbers of students now living in the private rented sector, the University is more closely linked with residential communities in Belfast, particularly in South Belfast, and in the North West.

Residents in these areas sometimes complain to the University about what they feel is inappropriate behaviour and intolerable noise on the part of a minority of students. The University has appointed a Community Liaison Officer to liaise with students and residents and to promote good relationships.

The University expects its students to behave in a manner which does not bring discredit upon the University nor cause complaints from the public. The Liaison Officer will also hear complaints from students and will liaise with students and residents to facilitate the resolution of any problems that arise.

The Liaison Officer will also organise a programme of activities each year to help promote good relations, for example, environmental clean-ups, volunteering in

schools and other community relations and community development initiatives.

Please contact the Liaison Office should you wish to receive more information on the initiative, on complaints and complaints procedures or about any of the community events being organised. You can also visit our web site at **[www.ulster.ac.uk/communityliaison](http://www.ulster.ac.uk/communityliaison)**.

The Community Liaison Officer can be contacted on 028 9036 8367 / 028 90267241.

### Career Development Centre

It is a good idea to visit the Careers Development Centre (CDC) early in your programme. CDC staff can help you to identify the opportunities, both within and outside the University that can enhance your employability skills.

#### Where you will find us

There is a Career Development Centre on each campus. The Centre at the Belfast campus is located within the LRC.

#### What information we can provide

We can provide information on:

- Choosing a career
- Graduate occupations
- Work experience and graduate opportunities
- Choosing and financing a further course of study

- Working and studying abroad
- Graduate employers
- Making applications and writing CVs
- Interview techniques and selection centres
- Jobs of previous graduates

### **What we can do for you throughout your programme**

The Careers Development Centre can help those with no clear ideas for their future, through to those with a firm goal but who require advice on how to achieve it. We work closely with academic departments to ensure you can acquire the necessary skills and experience for your future professional life.

Whatever your programme and whatever stage you're at, there are career development advisers to support you. We run daily drop-in career advice sessions or you can make an appointment. For some enquiries you might like to talk to one of our specialist information team.

### **What work experience opportunities we can provide**

The Careers Development Centre works with local and national employers to give you the chance of relevant work experience. The centre can help find you suitable opportunities, and advise on using your work experience to enhance your career prospects. For more information on this area visit <http://careers.ulster.ac.uk>

### **What links we have with employers**

The Careers Development Centre has close links with major employers and organises a series of career fairs and workshops throughout the year. These events give you the opportunity to assess your career and graduate study options, in addition to speaking directly to prospective employers.

### **How you can help yourself**

Whatever your programme or career aim, it is important for your future career that you develop your core employability skills. Employers will expect you to be able to demonstrate that you have the intelligence to understand the demands of their business, fluency to communicate ideas to others, and flexibility to develop other people's ideas. They will expect you to be self reliant, to show that you can take decisions, and that you have a potential to motivate and lead others. Do make the most of clubs, societies and part time work in developing these skills. Above all show that you can balance your priorities and manage your time by getting a good academic result.

### **Find out more about how we can help**

You can find a lot more detailed information about what we can do for you on our website at <http://careers.ulster.ac.uk>

### **Telephone contacts:**

Belfast	028 9536 7342
Jordanstown	028 9036 6247
Coleraine	028 7012 4381
Magee	028 7137 5600

## Catering

For further information please visit  
[www.ulster.ac.uk/catering/](http://www.ulster.ac.uk/catering/)

The University appreciates that not every student will wish to cook for themselves – so there is a range of catering outlets available on each campus. The Student's Union also has catering facilities that operate during term time.

### You can get catering at Jordanstown in the...

**Café DC** – A Café serving sandwiches and snacks including home made soup.

**Moka** – The Specialty Coffee House.

**Spar Express Shop** – A Convenience Store that serves hot snacks, sandwiches and coffee and also includes a comprehensive stationery range.

**Zest Dining** – A dining room serving hot food and snacks, from breakfast to lunch to dinner.

**Zest Café** – A Café serving sandwiches and snacks including a made to order sandwich bar and Starbucks Coffee offer.

**The Street** – A Café concept serving freshly made sandwiches and snacks.

**Deano's** - A Café concept serving freshly made sandwiches and snacks.

**O'Brien's Sandwich Bar** - Serving freshly made sandwiches.

### You can get catering at Coleraine in the...

**Bannside Dining Room** – For hot meals, breakfasts to lunches also serving snacks, sandwiches, cakes and patisserie.

**Moka** – The Specialty Coffee House

**The Street** – A Café concept serving freshly made sandwiches and snacks.

### You can get catering at Magee in the...

**Thyme Out Dining Room** – For hot meals, breakfasts to lunches also serving snacks, sandwiches, cakes and patisserie.

**Zest** – A Café concept serving freshly made sandwiches, hot snacks and salads.

**O' Brien's Sandwich Bar** - Serving soup and freshly made sandwiches.

### You can get catering at Belfast in the...

**The Street** – A Café concept serving freshly made sandwiches and snacks.

**Tao** – A restaurant offering modern Chinese and Malaysian Cuisine.

For further information on any aspect of catering services please contact;

Judith Hamilton  
 Head of Catering Services  
[jk.hamilton@ulster.ac.uk](mailto:jk.hamilton@ulster.ac.uk)

## Sport for All

Whatever your sport or your level of participation, the University of Ulster has something for you. You can study sport, or simply enjoy being part of the sporting community within Ulster. Our Sporting Vision is to be the 'leading University for sport on the Island of Ireland'.

We have a strong tradition of sporting achievement at the University of Ulster. This is reflected in a high standard of both sporting and academic excellence. The Sports Development and Services Department, School of Sports Studies, Sport and Exercise Research Institute and the Sports Union are all important facets of sport at Ulster and are an integral part of the Sports Academy. The Academy is a 'one stop shop for sport' that brings all the sporting elements together under one umbrella for sport.

The University of Ulster really is the place to get into sport – with hundreds of students participating in sport or recreational activity on a daily basis. When the University sports clubs go out to play, the sporting buzz around our facilities is absolutely electric.

There are over 65 student clubs across all campuses, encompassing over 1200 Sports Union members participating in Sport at Ulster – don't miss out on this wonderful opportunity. Be part of Sport at Ulster.

Sporting clubs range from athletics, association football, gaelic football, rugby hurling and hockey through to ju-jitsu, fencing, sub-aqua, mountaineering and rowing.

Achievements of both individual sportsmen and women and teams are recognised through the presentation of University of Ulster 'Colours' Awards. The Sports Union, in partnership with the University, annually recognises sporting excellence of our top athletes at this ceremony. Full and Half Colour Awards are presented to teams and individuals who have excelled at intervarsity or representative level. This high profile formal event receives substantial media coverage.

Additionally, sportsmen and sportswomen have the opportunity to have their successes honoured by the presentation of perpetual trophies. The Chris Lundy and Carson Clarke Awards for sports administrators of the year, the Rose Bowl and Award for Merit in recognition of team performance, the Jordanstown Silver Salver and Coleraine President's Plate to recognise individual excellence, are presented annually.

## Fun Recreational Sport

The 'Sport for U' programme is a unique programme and has three main elements, 'Try Sport', 'Learn Sport' and 'Play Sport'. Try Sport encourages students and staff to sample various sports through taster sessions, Learn Sport encourages people to take part in coaching sessions related to particular sports, and Play Sport encourages students and staff to play various sports on a regular basis, either competitively or on a recreational basis. There are lots of opportunities to make new friends as well as learning new skills.

Each of the University Sports Centre offer a wide range of exciting early morning, lunch time and evening

classes to suit all abilities – from beginners to fitness enthusiasts. BikeSpin – indoor cycling sessions, zumba, circuits, tight and tone, pilates and yoga courses are just some of the classes on offer each week.

Alternatively, students can organize their own sporting activities, based around their lifestyle and academic studies, or take part in one of the many organised inter-faculty, intra-mural fun competitions that are held weekly throughout the year.

### **Performance Sport Scholarship Scheme**

The Performance Sport Scholarship Scheme has been running at the University for 19 years and is one of the most successful schemes in the UK and Ireland. Since its inception the Scheme has received over 650 applications and awarded over 230 Scholarships across a wide range of sport. The aim of the Scheme is to give Scholarship recipients the opportunity to develop their sporting prowess to a high level, without in any way impeding their academic progress. This will be achieved by providing a tiered package of practical and financial support.

The level of support provided will vary across the tiers of the Scholarship Scheme but can include musculo skeletal screens, access to physiotherapy, access to strength & conditioning, free use of University sports facilities, lifestyle workshops, Performance Sport Scholar merchandise, Sports Mentor support and a cash award to help with the various expenses incurred in training for, or competing in their chosen sport. Previous recipients include Andrew White (Cricket),

Eamonn O’Kane (Boxing), Sean Cavanagh (Gaelic Football), Melanie Nocher (Swimming), Noleen Lennon (Netball) and Amy Foster (Athletics).

### **Golf Scholarship Programme**

The Golf Scholarships Programme supported by the Royal and Ancient Golf Club of St Andrews and the Golfing Union of Ireland (Ulster Branch) offers a comprehensive support services and competition programme for elite golfers at Ulster. The University of Ulster is one of only twelve universities across the United Kingdom and the island of Ireland to share in the £250,000 fund allocated by the R&A for the development of elite student golfers. The Programme currently makes awards to the University’s most outstanding student golfers each year. The Scholarships include high level competition, professional coaching, strength and conditioning, muscular skeletal screening and a wide range of additional performance enhancing services. Previous recipients include Johnny Foster, Rory Leonard, Gareth Maybin, Conor Doran, Simon Ward and Louise Coffey, all of whom have represented Ireland at Senior level.

### **Widening Access Sports Scholarship Scheme**

Through its Access Agreement the University of Ulster is committed to provide funding for Bursaries, Scholarships and outreach activities. Targeted at areas of specific and identifiable need the Scholarships provide financial support to students achieving excellence in outreach type programme initiatives. The Scholarship and Outreach Committee of the University have supported the Ulster Sports Academy

in the development of the Widening Access Sports Scholarship Scheme (WASSS). In 2010/11 a total of 77 Scholarships were made available to students through the WASSS. They were awarded across 12 different categories covering a wide range of outreach and targeted development areas as follows:

- University Sports Outreach Programme – Sport for Life
- Dance Outreach
- Women in Sport
- Disability Sport
- Leadership and Volunteering
- Community Sports Ambassadors
- Sports Events
- Physical Activity Promotion
- GymFUN
- Coach Education
- Fundraising
- Performance Services

Applications for Scholarships are sought in the spring for the following academic year and will be open to University of Ulster students who are fee paying and have a student loan account. Further information of the WASSS and the specific Scholarships available will be posted on **[www.sportsulster.com](http://www.sportsulster.com)**.

### **Sports Facilities**

The Department of Sport and Recreation offers superb facilities at Coleraine, Magee and Jordanstown where

you will be greeted by friendly staff that offer a warm welcome to all. The sporting facilities are available to students, staff, local communities, governing bodies of sport and national and international sporting groups. The University of Ulster is home to the Sports Institute Northern Ireland which is based at the Jordanstown Sports Centre.

### **Jordanstown and Belfast Campuses**

The extensive range of facilities at Jordanstown include two large sports halls, a Technogym Suite, two squash courts, three desso grass tennis courts and a fully equipped gymnasium that is used extensively by student martial art clubs.

The Technogym Fitness Suite boasts the latest Technogym cardiovascular, fixed and free weights equipment and also has a 'Kinesis Wall' that provides a complete body workout at a low impact level – the suite really has something for everyone.

The Wellness Suite comprises a sauna, steam room, plunge pool and Jacuzzi – the perfect place to relax and chill out after a workout.

The large indoor sports halls can cater for sports such as basketball, indoor soccer, badminton, netball and volleyball. Our newest hall is the indoor third generation (3G) artificial pitch which allows for authenticity of outdoor play indoors for Soccer, Gaelic Sports and Rugby. The hall can be divided in half and is used by numerous teams and clubs including: Northern Ireland Mens' and Womens' Senior and Age Group International Soccer Teams, Irish Senior International and Age Group

Rugby Teams, Ulster Senior and Academy Rugby Teams, Gaelic Football teams from Down, Monaghan, Antrim and Tyrone, and University Focus Sports. The hall is also very popular with our students who play 6- or 11-a-side soccer games through the week.

Other facilities include:

- 85 metre indoor sprint track
- Indoor Athletics Throws and Jumps Area
- 400m Strength and Conditioning suite
- Sports Science and Sports Medicine Suites
- 130 metre Outdoor Sprint Track
- Water-based floodlit synthetic grass Hockey Pitch
- Sandbased floodlit hockey and soccer synthetic grass pitch
- Floodlit Rugby Pitch
- Gaelic Games Pitches
- Floodlit multi - sport grass pitches
- Soccer Pitches
- Acclimatisation Chamber

The Acclimatisation Chamber is used regularly by the School of Sports Studies, Sports Institute Northern Ireland as well as National Governing Bodies of Sport. The chamber is used to fine-tune athletes for international competition in different climates, which will eliminate the need for athletes to make often inconvenient and jet-lagging trips abroad before major events.

The large capacity of the chamber makes it a very versatile facility, allowing the user to simulate climatic conditions in order to retrieve essential qualitative and quantitative data, relating to both human and technology performance.

The University hosted the World Junior and Cadet Fencing Championships and the World Dwarf Games at Jordanstown in 2009 and will be hosting the British Universities Home Nations Netball and Basketball Championships and World BOCCIA Championships in 2011.

The Jordanstown facility is providing Athletes who are aiming to compete at the London Olympic Games in 2012 with exceptional facilities and support services. The sports facilities at Jordanstown are available to all students at the Belfast Campus.

### **Coleraine Campus**

The campus offers high quality facilities for sport and recreation. The Sports Centre has a large sports hall and an adjoining minor hall which are used for basketball, indoor tennis, indoor hockey, martial arts, netball, table-tennis, badminton, fencing and fitness training. Facilities also include three squash courts, a modern fitness suite, a steam room, strength and conditioning suite and a cross country route.

The outdoor playing areas are used for athletics, camogie, gaelic football, hockey, hurling, rugby football, association soccer and tennis. Floodlights are installed on a soccer pitch, a training area and a synthetic pitch, enabling matches and training to take place in the

evenings. Rowing, sailing, canoeing, sub-aqua and waterskiing are available through the Water Sports Centre on the banks of the River Bann, adjacent to the main campus. Surfing on the local beaches is also very popular with students on campus.

The University hosted the World Student Golf Championships in summer 2000, and student golfers from around the world took part in this high profile event which was played at the nearby Castlerock Golf Course. The Coleraine Campus of the University also plays host to the Milk Cup, an international youth football tournament which attracts club teams from Great Britain and Ireland, continental Europe, South America and the Far East.

### **Magee Campus**

Magee Sports Centre and Pavilion offer quality services and facilities and is committed to provide value for money and high levels of customer care.

On the main campus you will find a multi-purpose sports hall which caters for a host of activities that include: indoor soccer, basketball, volleyball, badminton, netball, trampolining, gymnastics, archery and a comprehensive range of exercise and fitness classes. We also provide spacious changing and showering facilities.

Our Fitness Suite contains all the latest cardio-vascular and resistance equipment to suit all needs, including treadmills, cross trainers, rowing and strength and conditioning machines.

For those feeling stressed or suffering from muscle fatigue we offer Acupressure and Sports Massage at very competitive prices.

A state of the art third generation outdoor artificial floodlit grass (3G) soccer and hockey pitch is located at Duncreggan student village and can be booked as an 11- or 7-a-side pitch. Soccer, Rugby, Hurling and Gaelic Football are just some of the sports that can be played on the sand based grass pitch.

Situated in the heart of the student village and outdoor playing fields is the Duncreggan Studio which offers a wide range of exercise and fitness classes including boxer-circuits, yoga, pilates, abs attack, bums and tums and indoor cycling.

Magee is ideally placed if you are interested in outdoor activities with sailing at Fahan, rowing and canoeing on the River Foyle and walking and climbing in nearby Donegal.

For more information on sport and recreation at the University of Ulster visit

**[www.ulster.ac.uk/sportscentre](http://www.ulster.ac.uk/sportscentre)**

### **Student Support**

For further information on Student Support check out **[www.studentsupport.ulster.ac.uk](http://www.studentsupport.ulster.ac.uk)**

There are personal challenges in learning and living in the University environment. Student Support is an umbrella department for services which focus on helping students cope with any problems which might

arise and to make the most of their time at University. Our aim is to help you realise your academic and personal goals.

The services are confidential, provided in a supportive atmosphere and are staffed by well-qualified professionals. They are available free of charge to all students of the University (part-time and full-time). The exception to this is childcare provision. Support is available for childcare costs from a number of sources. Please ask if you want to know more.

### **Making Contact with Staff**

We will see you as soon as we can and there are regular drop-in sessions but in order to avoid wasted time, it is usually best to make an appointment with the appropriate member of staff. Appointments can be made by calling in to the campus offices, by telephone or email. Please consult the web page for contact details. Telephone discussion prior to a personal meeting can assist in information and advice being given as quickly as possible.

Contact details:-

Campus	Tel	Fax	E-mail
Coleraine	028 7012 4105	028 7012 4929	supportinfo-c@ulster.ac.uk
Belfast	028 9536 7300		supportinfo-b@ulster.ac.uk
Jordanstown	028 9036 6336	028 9036 6836	supportinfo-j@ulster.ac.uk
Magee	028 7137 5218	028 7137 5629	supportinfo-m@ulster.ac.uk

Our own Support Charter can be downloaded at:  
**[www.studentsupport.ulster.ac.uk](http://www.studentsupport.ulster.ac.uk)**

### **Health Services**

For further information on health services, check out  
**[www.studentsupport.ulster.ac.uk/health](http://www.studentsupport.ulster.ac.uk/health)**

In order to use NHS services you should register with a doctor of your choice in the area, within five miles of your term time address, or campus if you live in Halls of Residence. If you are from Northern Ireland or Great Britain and living away from home you should bring your NHS card with you when you come to Registration so that you may register with a doctor. Students from overseas, EU and Republic of Ireland must complete a form HS22X, available at any health centre or at the campus Student Health Centre to apply for a medical card. All students can be seen in an emergency.

You may also need to show your medical card if you attend a dentist or an optician. Free dental, optician and prescription services are available for full-time students under 19 years. However, if 19 or over, you should apply for an exemption certificate through the local

DHSSPS Office as you may be entitled to exemption or assistance for dentist or optician services.

We provide services tailored to the needs of the student population. Information, advice, treatments and services relative to healthy living include:

- Advice on diet/weight control, exercise, blood pressure, smoking, substance abuse.
- Advice and support concerning asthma, diabetes and epilepsy.
- Advice and support concerning contraception, pregnancy, cervical smears, HIV tests and immunity status.
- Advice and treatment for examination stress.
- Travel vaccinations.

### Childcare Services

For further information on childcare services, check out [www.studentsupport.ulster.ac.uk/nursery](http://www.studentsupport.ulster.ac.uk/nursery)

The Day Nurseries offer a caring, warm and friendly environment for the safety and wellbeing of children and are subject to DHSSPS legislation and inspection. Places are offered to children from 6 months to 5 years of age. Experienced and qualified staff provide a full day care service from 8.30am to 5.30pm Monday to Thursday and from 8.30am to 4.30pm on a Friday. The Day Nurseries are equipped with a wide range of play materials and are committed to providing quality day care and education to all children. The Day Nursery facilities are open 49 weeks per year.

As the number of places is limited, those requiring a place are advised to contact the Day Nursery as far in advance as is practicably possible.

Fees for the current year are available on request.

### Financial Support for Students

Student parents may be eligible for subsidy from the Students' Union. For further advice please contact the Students' Union Education and Welfare office on your campus. Students may also be eligible for support from the Student Hardship Fund. For further advice, contact Student Support on your campus and ask for an appointment with the Funding Adviser.

For further details please contact the Day Nursery on your campus.

Campus	Telephone	Fax
Coleraine campus	028 7012 4240	
Jordanstown campus	028 9036 6539	028 9036 6548
Magee campus	028 7137 5744	028 7167 5629

For Health and Safety reasons, it has not been possible to offer childcare services at Belfast. Information about arrangements for students studying at Belfast can be obtained from the Student Funding Adviser on the Coleraine campus.

## Counselling Services

For further information on counselling services, check out [www.studentsupport.ulster.ac.uk/counselling](http://www.studentsupport.ulster.ac.uk/counselling)

University can be a period of great enjoyment but it can also be stressful. Personal worries are problems in themselves and can also impact on your academic work. Addressing these issues in counselling is a proactive and very healthy step to take.

Professional experienced counsellors are available on all campuses and offer a completely confidential service. This gives students an opportunity to talk to someone who is trained and able to deal with the kind of issues that affect the student population. These can include:

- Academic-related problems
- Exam stress
- Loneliness
- Relationship difficulties
- Mental health problems

No problem is too big or too small, the counsellors do not make judgements and the service is completely confidential.

Students can also request group work e.g. Assertiveness training, study skills sessions.

An examination crisis service is also available when students can drop in during the examination period for advice and support.

No matter what is worrying you, the counselling service is here to help!

## Disability Services

For further information on disability services, check out [www.studentsupport.ulster.ac.uk/disability](http://www.studentsupport.ulster.ac.uk/disability)

We welcome applications from students who are disabled and encourage you to let us know that you are disabled in the knowledge that the information is dealt with sensitively and that there will be no disadvantage to you if you do disclose it. Telling us about your disability is not asking for special treatment but a way of accessing the support you require which could impact on your University experience and academic achievements.

Disability Services offers assessment and co-ordination of support for disabled students. The support is available to students with a long-term medical condition, mental ill-health, specific learning disability and acute or short term medical conditions such as a broken arm.

Our Disability Advisers provide information and advice on individual support, recommend practical solutions and support. We also liaise with and provide guidance to other departments and faculties to implement support. There is a pool of support providers e.g. note takers and campus assistants who can support you if appropriate. Disability Advisers can also identify any financial support that may be available to fund the recommended support you require. We are constantly working with other University staff to improve access and support for disabled students and so we value any contact you make with us.

Our service is available to students who develop a disability while studying and also to those who think they may have dyslexia but have not previously had a diagnosis. A dyslexia screening programme called LADS is available in each Student Support Centre on all four campuses. Depending on the results of the screening an appointment can be made for you with an educational psychologist to determine if you do have dyslexia. There is no charge for this service.

Please contact the Disability Adviser on your campus to arrange a personal and confidential interview. You can make contact using the generic campus email address or go to the web page for further contact details.

### **Mental Health**

Policies and procedures on disability include provision for mental health difficulties. We recognise that disclosure of mental health issues is a sensitive matter and would recommend early contact with our Disability Services team or the Counselling Service so that appropriate academic, personal and mental health support can be provided.

All personal information is treated with care and strict regard to confidentiality.

During your course every effort will be made to arrange appropriate support so that you can continue with your studies.

Further information on mental health resources or how to make an appointment can be accessed on <http://www.studentsupport.ulster.ac.uk/counselling/>.

### **Student Funding Advice**

For further information on student funding advice, check the web page: **[www.studentsupport.ulster.ac.uk/finance](http://www.studentsupport.ulster.ac.uk/finance)**

The service offers advice and information on all financial matters and manages applications to the Support Fund and a number of other funds. If you have financial concerns, please contact the Student Funding Adviser on your campus or consult the Student Support web page for information.

### **Support Funds**

Student Support Funds are provided by the UK government to allow the University to award money to students from the UK who are in financial difficulties and who may otherwise be unable to continue with their course. It is not always necessary for a student to be interviewed for an application to the Support Fund. Application forms are available from Student Support office on each campus or may be downloaded from the Student Support web pages.

Students are expected to have applied for their full entitlement to the student loan before applying to the Support Fund and to have exhausted all other potential sources of income, including bank loans and overdrafts.

Students must also back up an application with documentation indicating financial difficulties. Awards can be made for a variety of reasons, for example childcare, accommodation, disability costs not covered by the disabled student's allowance and for students entering university after being looked after by local authorities.

For non-UK students including EU and International Students, smaller grants are available to assist with unanticipated financial difficulties. An individual interview with the Student Funding Adviser is necessary for these awards.

### International Students

**[www.international.ulster.ac.uk](http://www.international.ulster.ac.uk)**

To ease the process of integration for international students, the International Committees, along with Student Support, encourage social contact with families in the local community. The International Students' Society organises special evenings focusing on national customs, food, drink, costumes, and dance as well as organising trips to local tourist attractions throughout the academic year. If you are an international student and interested in participating, you are warmly invited to join in.

We would further encourage you to actively participate in all aspects of University life, as we are confident that it will prove an enriching experience for everyone. Should you need advice or have concerns staff may be able to assist you.

### Welfare Rights

Information about statutory welfare rights and also the services provided by voluntary welfare agencies.

### Students' Union

As a University of Ulster student you are automatically a member of the Students' Union. Nine student representatives who represent your interests within and outside the University run the Union. In order to ensure effective representation the Union organises regular meetings of its members. The Union provides a varied entertainment course through its club bars. Check out the Union website **[www.uusu.org](http://www.uusu.org)** for full events listings.

The Students' Union also operates commercial services such as sandwich bars and shops which offer excellent value for money.

It also has a confidential Welfare Service, which advises students on all issues from course problems to personal problems. The Union's Student Financial Advisor is also available to offer advice on student loans, budgeting, debt etc.

The Union funds a wide range of clubs and societies. From the Soccer Club to the International Students Society there is something to suit everyone. New students can join any of the clubs or societies at the Fresher's Fayre held during Fresher's Week.

The Students' Union encourages your active participation. In your first couple of weeks at university call into the Students' Union. You don't need a reason and there will always be someone to talk to about the Union activities on your campus.

For more detailed information about the Students' Union make sure you get your free Students' Union diary given out at the Fresher's Fayre or check out the students' union website at [www.uusu.org](http://www.uusu.org).

## Faith and Beliefs

For further information on chaplaincy, check the web page: [www.ulster.ac.uk/chaplaincy](http://www.ulster.ac.uk/chaplaincy)

The Christian religion is represented by Chaplains from a number of traditions which include the Church of Ireland, the Congregational Union of Ireland, and the Methodist, Presbyterian, Free Presbyterian and Roman Catholic traditions.

Other faiths are also supported. Prayer rooms and other facilities are available on each campus. Further information can be obtained from Chaplains or Provost's Offices on individual campuses.

New students are encouraged to complete the Chaplaincy Registration Form online. The information will be regarded as confidential.

When you hand in your Chaplaincy Registration Form, ask for fuller details of Chaplaincy events.

## Chaplaincy

For further information on chaplaincy, check the web page: [www.ulster.ac.uk/chaplaincy](http://www.ulster.ac.uk/chaplaincy)

Chaplains are present on campus to offer encouragement to students and staff seeking to live out their faith while at university. Some chaplains are full-time and available on campus everyday while others are part-time. You can find out more about the chaplains and the chaplaincy programmes on-line. They are interested in you, your personal development and your well-being and will provide opportunities for you to explore and deepen your faith through pastoral care, worship, discussion, prayer and social activities. You will also find many opportunities to volunteer with chaplaincy both at home and overseas.

New students are encouraged to register online with the Chaplaincy so they can be kept informed of the chaplaincy programme and events. Any information you give will be regarded as strictly confidential.

Fuller details of Chaplaincy events will be available on the chaplaincy websites and notice boards.

There are also arrangements for pastoral care on all campuses. Check out the website for more information.

There are also prayer rooms available on the Coleraine, Jordanstown and Magee campuses. For further information please check with the chaplaincy.

### Electoral Office for Northern Ireland (EONI)

If you are 18 or over you can apply to register to vote. EONI maintain the Register of Electors which is a list of people eligible to vote in Northern Ireland. EONI encourage you to register and have your say and to apply for a free Electoral Identity Card.

For a registration form contact the EONI Helpline on 0800 4320712 or visit the website at **[www.eoni.org.uk](http://www.eoni.org.uk)**